



As of 21 October 2020

LIST OF COMPLAINT HANDLING OFFICERS WITHIN BANKS AND TRUST FUND

| Financial Institution | Name of Representation | Telephone | Email Address |
|--|--|------------------------------|---------------------------------|
| Baiduri Bank Berhad | Shannon Sikun | 2268000 ext. 8439 | shannon@baiduri.com |
| | Nureffarizan binti Rusli | 2268000 ext. 8436 | nureffarizan@baiduri.com |
| | Nur Fatini binti Rahman | 2268000 ext. 8437 | fatini.rahman@baiduri.com |
| | Md Izzaldin bin Md Osman | 2268000 ext. 8435 | izzaldin@baiduri.com |
| Bank Islam Brunei Darussalam Berhad | Haji Mohd Waliuddin bin Haji Abu Bakar | 2238181 | customer.resolution@bibd.com.bn |
| | Pg Abd Azim bin Pg Azahari | | |
| Bank of China (Hong Kong) Limited | Zhang Xiao Sui | 2459888 ext. 180 | zhangxiaosui@bochk.com |
| | Ho Vun Hui | 2459888 ext. 133 | hovunhui@bochk.com |
| Malayan Banking Berhad (Maybank) | Diana binti Abdullah | 2226463 ext. 28 | dee.abdullah@maybank.com |
| | Edwin Lim Lee Long | 2242494/5/6/7 ext. 41 | edwinlimleelong@maybank.com |
| | Oon Siew Sien | 2225424 ext. 33 | siewsien.oon@maybank.com |
| Perbadanan Tabung Amanah Islam Brunei Berhad | Noraidah binti Muhammed | 2266158 | noraidah.mohd@taib.com.bn |
| RHB Bank Berhad | Phung Say Hoe | 2222515/6 | phung.say.hoe@rhbggroup.com |
| | Felix Loh Koah Woon | | felix.loh@rhbggroup.com |
| Standard Chartered Bank | Nurann Chang | 2658000 | clientcareunit.bn@sc.com |
| United Overseas Bank (UOB) Limited | Hajah Hanidah binti Ibrahim | 2220380/ 2222210 ext. 201 | hanidah.ibrahim@uobgroup.com |



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LIST OF COMPLAINT HANDLING OFFICERS WITHIN FINANCE COMPANIES

| Financial Institution | Name of Representation | Telephone | Email Address |
|------------------------|--------------------------------------|-------------------|----------------------------------|
| Baiduri Finance Berhad | Shannon Sikun | 2268000 ext. 8439 | shannon@baiduri.com |
| | Nureffarizan binti Rusli | 2268000 ext. 8436 | nureffarizan@baiduri.com |
| | Nur Fatini binti Rahman | 2268000 ext. 8437 | fatini.rahman@baiduri.com |
| | Md Izzaldin bin Md Osman | 2268000 ext. 8435 | izzaldin@baiduri.com |
| BIBD AT-Tamwil Berhad | Asharul bin Norshari Kamaluddin | 2453333 | asharul.kamaluddin@at-tamwil.com |
| | Muhammad Azizulillah bin Haji Uthman | 2453333 | azizulillah.uthman@at-tamwil.com |

LIST OF COMPLAINT HANDLING OFFICERS WITHIN PAWNBROKER

| Financial Institution | Name of Representation | Telephone | Email Address |
|---|-------------------------------------|-----------|---------------|
| Bank Islam Brunei Darussalam via Ar-Rahnu Financing | Hajah Noor Tamtini binti Haji Basir | 2238692 | - |



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LIST OF COMPLAINT HANDLING OFFICERS WITHIN TAKAFUL OPERATORS AND INSURANCE COMPANIES

| Financial Institution | Name of Representation | Telephone | Email Address |
|---|--------------------------------------|-------------------|---|
| AIA Singapore Private Limited | Tutie Hairulniza binti Khairul Anuar | 2239112 ext. 601 | tutie-h.kh-annuar@aia.com |
| Audley Insurance Company Sdn Bhd | Abdul Rashid bin Haji Abdul Rahim | 2383535 ext. 4849 | abdulrashid.rahim@audley.com.bn |
| Insurans Islam TAIB General Takaful Sdn Bhd | Roslinawati binti Haji Ibrahim | 2223009 | roslinawati.ibrahim@insuranstaib.com.bn |
| | Halidanhalidi bin Bundan | 2223004 ext. 255 | halidan.bundan@insuranstaib.com.bn |
| Insurans Islam TAIB Family Takaful Sdn Bhd | Nur Amalina binti Sarpudin | 2223006 ext. 109 | amalina.sarpudin@insuranstaib.com.bn |
| National Insurance Company Berhad | Ching Lee Ken | 2233999/ 2226222 | leeken@national.com.bn |
| Standard Insurance Sdn Bhd | Chin Jaywen | 2240401/2 | jay@standardinsurancebrunei.com |
| Takaful Brunei Am Sdn Bhd | Md Nazmi bin Souyono | 2239338 ext. 1710 | nazmi.souyono@takafulbrunei.com.bn |
| Takaful Brunei Keluarga Sdn Bhd | | | |
| The Great Eastern Life Assurance Co. Ltd | Jocelyn Wong Sze Ying | 2233118 | wecare-bn@greateasternlife.com |
| Tokio Marine Insurance Singapore Ltd | Grace Wong Wei Chi | 2236110 | gracewong@tokiomarine.com.sg |
| Tokio Marine Life Insurance Singapore Ltd | William Law Wai Lian | 2423755 | customervice@tokiomarine-life.sg |



As of 21 October 2020

LIST OF COMPLAINT HANDLING OFFICERS WITHIN MONEY CHANGERS

| Financial Institution | Name of Representation | Telephone | Email Address |
|---|--|------------------|--------------------------------|
| Aik Thye Money Changer | Lim Ying Tai | 2220465 | aikthyemoneychanger@gmail.com |
| A-Perdana Money Changer | Nazirah binti Abdul Hamid | 3347287 | aperdanaxe@gmail.com |
| Ben Kassim Licensed Money Changer | Hajah Hasimah binti Haji Kassim | 2424670 | hashimah.kassim@gmail.com |
| Brucash Money Changer | Pg Haji Amir Mahmood bin Pg Haji Yusof | 3224191 | mahmood.ayusof@gmail.com |
| BruXchange Money Changer | Kong Ruihan @ Yeeru | 2231313 | yeeru@bruxchangemc.com |
| Cahaya Ramli Money Changer | Nur Aisyah binti Arsad | 2221952 | cahayaramli@gmail.com |
| Ezxchange Money Changer | Yap Biaw Nee | 2345119 | ezxchangemc@hotmail.com |
| Haji Ya'akub Bin Awang Zainal Money Changer | Rohaizan binti Kahar | 2420203 | hajiyaakubmncg@hotmail.com |
| Husne Money Changer | Norhaidah binti Haji Samat | 2426144 | husne_moneychanger@hotmail.com |
| Isman Money Changer | Hajah Rosnah binti Haji Abdul Ghani | 2231512 | unahyz@gmail.com |
| Liyana Money Changer | Dk Wati Sukarti binti Pg Ahmad | 2231743 | liyana.mc@hotmail.com |
| Muara Money Changer | Pang Yuen Fatt | 2392232 | pang.yuenfatt@gmail.com |
| My Eazy Money Changer | Fakhrur Razi Haji Abdullah | 2332599 | myeazymc@hotmail.com |
| P.J.P.M Money Changer | Nurulaqidah binti Awg Abd Aziz | 2231405 | pjpm1958@hotmail.com |
| Qaira Money Changer | Nur Syazwani bte Awg/ Mohd Amir Alli | 2338875/ 2335586 | q.moneychanger@hotmail.com |



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|---------------------------------------|------------------------------|---------|----------------------------------|
| Seri Aslina dan Vashdev Money Changer | Mohamed Ishak | 2232308 | aslinabrunei@yahoo.com |
| Syarikat Hayati Money Changer | Mudzna Akbar Bakil | 2223428 | shmc27@hotmail.com |
| Syarikat Bumi Indah Money Changer | Nazariah binti Abdullah | 2428062 | bumi_8062@outlook.com |
| T.R.S Money Changer | Haji Tony bin Haji Roslee | 2425995 | trsmoneychanger@gmail.com |
| Zamada Money Changer | Abdul Malek bin Haji Duraman | 2338876 | zamada.mc@gmail.com |
| Radisson Hotel Brunei Darussalam | Chow Meei Yuan | 2244272 | mchow@radisson.com |
| The Empire Hotel and Country Club | Norzanah Asri | 2417632 | norzanah.asri@theempirehotel.com |
| Higher Hotel | Lim Ming Heng | 3338888 | info@higherhotelbrunei.com |
| Mulia Hotel | Tan Hui King | 2335544 | tan.huiking@muliahotelbrunei.com |



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LIST OF COMPLAINT HANDLING OFFICERS WITHIN MONEY REMITTANCE

| Financial Institution | Name of Representation | Telephone | Email Address |
|---------------------------------------|---|------------------|-------------------------------|
| Afima Express Remittance Services | Ak Khairul Amilin bin Pg Hj Mumin | 2239401 | afima@brunet.bn |
| Alrame Remittance Services | Ramilah binti Rais | 2421129 | alrameservices@gmail.com |
| Boza Remittance | Nor Amirah Aqilah binti Roslan | 2220601 | bozaremittance@yahoo.com |
| Cendana Remittance | Syerrina Syaffira Edora binti Haji Karim | 2425968/ 2425996 | cendanaremittance@gmail.com |
| Darul Trustee Remittance and Services | Risdiyanti binte Suyanto | 2431051 | darul.aris@yahoo.com |
| Easternunion Remittance | Nur Liyana binte Abdullah | 2443399 | easternunion2443399@gmail.com |
| Estetika Remittance Services | Noraini binti Abdullah | 2221962 | estetikaremit@brunet.bn |
| Jernik Remittance | Rosmawati binti Hj Wahid | 2447999 | jernik_remittance@yahoo.com |
| K & H Remittance Services | Melita Pautin Bal-ot | 4261437 | khserVICestutong@gmail.com |
| Kemuda Remittance Services | Mohammad Afif Zulqarnain bin Rosidi | 2239354 | kemudabru@gmail.com |
| LBC Mabuhay Remittance Sdn Bhd | Myra Pila Mendoza | 2244367 | MPMendoza@lbcexpress.com |
| LR Remittance | Syazwani binte Haji Omar | 2223355 | lr_remittance@yahoo.com |
| Magnajaya Money Remittance | Ampuan Nur Khafizah binti Ampuan Kamarulzaman | 2241369 | dthairemittance@gmail.com |
| Maji Remittance Services | Hartatik binti Ibrahim | 3224560/ 3224561 | maji.remit.services@gmail.com |
| Remittance @ Seconds | Sri Anne Sarmila Masri | 2240050 | admin@remitseconds.com |



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|-------------------------|----------------------------------|------------------|---------------------------------|
| Siammali Remittance | Mushaf Razeen bin Hj Mohd Zubair | 2330577 | mushaf.sr@gmail.com |
| Thanee Remittance | Siti Amal 'Izzati Bte Yahya | 2239137 | thaneeremittance@hotmail.com |
| Wadi Shazana Remittance | Zamratularpha binti Haji Moklin | 2223538/ 2223539 | wadishazanaremittance@gmail.com |